

# MEMORANDUM

## State of Alaska

Department of Transportation & Public Facilities  
Alaska Marine Highway System

**Masters Action Circular: 20-003**

**TO:** Masters

**DATE:** May 7, 2020

Chief Stewards

Chief Pursers

**TELEPHONE:** 907.228.7252

**FROM:** Captain Karvelas  
Operations Manager

**SUBJECT: Port Steward / Passenger  
Services Manager  
Responsibilities**

### Purpose

The purpose of this Masters Action Circular is to clarify the roles and responsibilities of the Ship Services Manager/Port Steward (aka. Passenger Services Manager).

### Discussion

There have been questions concerning management of the passenger service business operations aboard AMHS vessels in the past. Most of these concerns can be attributed to the line drawn between the Masters Authority for the safety and security of passengers and crew per USCG/SMS and a need for the Port Steward to manage the business side of our vessel operations with the Master as the shipboard supervisor. This MAC is in no way intended to limit the Masters authority to take immediate action or handle situations to ensure the safety of the vessel, passengers, and crew. It is intended to highlight the Port Stewards responsibility and ensure that business decisions concerning services and retail operations are vetted and managed through the Port Stewards Office.

### Policy

The Port Steward has the overall managerial responsibility for the planning, budgeting, implementation, supervision and evaluation of all shipboard passenger services activities for the Alaska Marine Highway System. Furthermore, the Port Steward is tasked with formulating strategic operation plans for onboard services as the needs arise. This position oversees the fleet wide business and service aspects of the Passenger Services Department (Stewards and Pursers) with the exception of safety, security and environmental matters that fall under the Masters authority per the Safety

Management System and USCG regulations. The Port Steward relies on the Master to oversee established policy and procedures to ensure an orderly process of passenger services operations. As the vessel supervisor, the Master will be copied on all new or updated policies and procedures sent to the department heads from the Port Stewards Office. Email communications that significantly modify or alter procedures will also be copied to the Master.

Below are some examples that would require final approval by the Port Stewards Office:

1. Manning levels for Stewards and Pursers (increases/decreases/lending/borrowing); both in the yard and on the run. Manning levels on the run will meet the minimum requirements of the station bill to care for safety.
2. Removal or relocation of any passenger services equipment (vending machines, galley and /or mess equipment, computers and peripherals, furniture chairs, upholstery, blinds, artwork, etc.)
3. Changes to operational procedures specific to Passenger Services (e.g. meal hours for crew and passengers, service hours for purser counters and ramp procedures\*) (\*unless immediate concerns are present, please see item 4 and 6 in the next section)
4. Changes to policies specific to passenger services (e.g. uniforms, grooming standards, service quality and cost reduction expectations)
5. All food and beverage purchases; both from contracted and uncontracted sources
6. All passenger services purchases for goods and services from third party vendors (e.g. carpet cleaning, laundry service, pest control, washer/dryer, coffee machines etc.)
7. Menu development and changes; addition or removal of food and beverage items
8. Medical supply orders and changes
9. Changes to pre-approved galley or food service operations\* (\*unless immediate concerns are present, please see item 4 in the next section)
10. Changes to pre-approved cleaning supplies
11. Changes to Point Of Sale procedures

Below are some examples of items that do not require approval by the Port Stewards Office:

1. Development or changes to the station bill.
2. Day to day oversight of Passenger Services operations by the Master as the shipboard supervisor. Crewmembers are to follow the Masters orders to ensure Passenger Services and AMHS policies are being adhered to.
3. Masters giving direction to the Chief Steward, Chief Purser, or any crewmember to address concerns of any nature that could compromise the safety of the vessel, crew, passengers, or

harm the environment.

4. Masters taking any action involving changes to Passenger Services operations to address concerns with the safety of the vessel, crew, passengers, or the environment. Crewmembers are to follow the Masters orders when they are given. Masters are required to communicate such changes to the Passenger Services Manager at their earliest opportunity.
5. Masters approving time sheets for the Chief Steward or Chief Purser.
6. Masters setting work hours for Passenger Services crew to comply with work rest regulations.
7. Masters directing Passenger Services Personnel during fire, emergency, or abandon ship.

The Port Steward has supervisory authority related to onboard services over all Passenger Services crew and is responsible for personnel matters that include hiring, promotion, and discipline. All Passenger Services operations are under the day to day oversight of the Master.

Masters should refer all Passenger Services related matters to the Port Stewards Office after the need to care for safety, security, or the environment have been addressed. Suggestions and ideas are welcomed and will be given full consideration, but the final decision will rest with the Port Steward when it comes to Passenger Services operations.

**CC (via email distribution):**

Captain John Falvey, General Manager  
Narciso Flores, Marine Engineering Manager  
Hakan Sebcioğlu, Passenger Services Manager  
Denise Pooler, Passenger Services Inspector  
DOT AMHS Port Captains  
DOT AMHS Port Engineers  
Butch Miller, ISM Coordinator